

Post Office seeks mailers' help

16-13-90
Every address in the Provo area will receive a guide next week on how to get the best possible service from the new automated Postal Service.

Acting postmaster, Wally Adams, called it the biggest-ever mailing by the Postal Service to inform and educate its customers.

"The address on a letter or any piece of mail, whether it needs a rural route or an apartment number to be complete, is still the best tool the customer can give us,"

Adams explained. "And," he added, "a little help from customers who use a complete, correct address — including the ZIP Code — lets us take full advantage of our high-speed electronic mail processing equipment."

Adams said increased customer cooperation in addressing mail is needed because the Postal Service is changing the way it processes mail.

"Right now, 40 percent of all letter mail processed in the Salt

Lake City area, for example, is sorted on automated scanning equipment," Adams said, "But by 1995 all mail nationwide will be sorted with automated equipment, saving \$5 billion that year alone."

"The use of clear, complete and accurate addresses will cut delays that occur when a Post Office must make a correction," Adams said, "and will keep mail processing costs — and thus postage rates — lower for longer periods of time."

Dr
Dr John Leonard Alder

Post office stops delivery to 13 dog owners

Associated Press

3-17-91
Mail delivery to 13 homes on a west-side street has been discontinued because of a problem with threatening dogs, Postal Service officials say.

Residents of the homes involved will have to pick up mail at a post office until a centrally located multi-unit box is installed on the block, possibly next week.

"Over the past few months there has been a real problem with dogs along this block with five of 13 homes having dogs," said postal spokesman Brian Sperry.

He said there has been no delivery for the past three weeks because the problem still exists, even though dog owners were notified twice.

However, one longtime resident disputes the Postal Service claims.

"As for a dog problem, it's a laugh," said John Olsen who has lived on the street since 1974. "Why should they stop delivering mail here, there's no problem. I've never had a dog myself, and if you look around you'll see three houses with dogs in fenced yards and mailboxes outside the fences.

The 80-year-old Olsen said he gets a lot of Medicare mail and now has to go to the post office to pick it up.

"Why should they discriminate or penalize us?" he asked. "Somebody said it was done to make us an example of what could be done in other areas."

Sperry said the area was not singled out. In some other parts of the valley, mail to individual homes has been discontinued because of threats to carriers by animals, he said.

Adams named postmaster

Former Pleasant Grove postmaster Wally Adams has been named postmaster for Orem.

"I'm looking forward to the challenge of a larger office in the city where I reside," said Adams, a 27-year Postal Service employee who oversaw 20 employees in the Pleasant Grove office and will supervise 84 in Orem.

Adams, 50, started his postal career as a mail distribution clerk in Salt Lake City. He was promoted to a mail processing supervisor in June 1974, and since then has

been automation coordinator in engineering, acting manager of employee services, and has had many special assignments in the training and development of employees.

He has been the acting postmaster of St. George, and most recently the acting postmaster of Provo, overseeing the installation of some new high-tech mail sorting equipment.

Adams lives in Orem with his wife, Judi and two children, Angela and Jeff.

He replaces Clyde Weeks who retired in November. 4-2-91

Postal chief to stamp out U.S. stamps from Canada

Washington Post 4-13-91

WASHINGTON — Postmaster General Anthony M. Frank, bowing to congressional concern over the printing of U.S. postage stamps in Canada, has promised to "do everything reasonably possible" to end the practice.

His pledge came after the Democratic and Republican leaders of the House Post Office and Civil Service Committee warned they would seek legislation to stop the printing of stamps abroad unless Frank acted. The House members told Frank they were disturbed that the Postal Service had approved printing its "Great American" stamp series in Ottawa.

In a letter released by the committee Friday, Frank said the Postal Service "would prefer" U.S.-made stamps and pledged that, with the exception of two stamps now being printed in Canada, "we intend to ensure that all stamps are printed in the United States through fiscal 1992."

"Beyond that, we will do everything reasonably possible to develop and sustain United States stamp sources," Frank said.

Committee Chairman William L. Clay, D-Mo., welcomed Frank's statement as "a good first step," but he added that "we need to work to make sure domestic stamp production is sufficient to meet postal needs."

Postal officials disclosed two week ago
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STAMPS

Continued from A1

that a Fairfax County, Va., firm was printing a 35-cent black-and-white stamp honoring the late Sen. Dennis Chavez, D-N.M., in Canada because it could not find private intaglio printing presses in the United States. The Chavez stamp is the first to be printed outside the country.

Earlier this week, postal officials disclosed that a second stamp, a 75-cent stamp honoring the late Chief Justice Earl Warren, to be issued in June, also is being printed in Canada by Stamp Venturers of Fairfax.

The House committee also criticized the Postal Service for purchasing lapel pins made in Taiwan and toy postal trucks made in China.

In the past, virtually all U.S. stamps were printed in Washington, D.C., by the Bureau of Engraving and Printing, a Treasury Department agency. But last year, after relations between the bureau and the Postal Service became fractious, the two agencies signed an agreement for the Postal Service to turn increasingly to private stamp printers.

Stamps honor great comics

8-18-91

LOS ANGELES (AP) — Laurel and Hardy and other Hollywood comic greats will be saluted by the U.S. Postal Service this month in a series of commemorative stamps designed by famed caricaturist Al Hirschfeld.

The series evolved over a five-year period following initial approval by the U.S. Postal Service's Commemorative Stamp Committee of the Laurel and Hardy stamp, after a vigorous nationwide campaign spearheaded by a committee founded and chaired by Laurel Harmon, TV's Bozo the Clown and worldwide owner of the Laurel and Hardy character rights.

Others to be saluted include Abbott and Costello, Jack Benny, Fanny Brice, and Edgar Bergen and his dummy, Charlie McCarthy.

Postal official confirms Provo office investigation

11-21-91
By ROBB HICKEN
Herald Staff Writer

Investigators from the Office of Special Counsel have begun a review of documents at the Provo post office.

According to Salt Lake Division post office communications specialist Brian Sperry, "There is an investigation and we are going to fully cooperate with them."

Sperry said initial confusion over whether there was an investigation came when the acting director of Human Resources was not contacted by his office.

"We apologize for that mistake on this end," he said. He noted all

other possible sources were checked with before the statement was issued to the press. The acting director was not in the office when the contacts were made. Sperry said.

The *Daily Herald* reported Monday an investigation was planned after an anonymous letter, written on Office of Special Counsel letterhead, was dropped off at the office. The letter indicated that the investigation regarded alleged incidents of nepotism.

Local union leaders recently said an investigation needed to be done, if it wasn't, and cited examples and cases which looked suspi-

cious in nature.

Local postal workers said Wednesday that investigators began going through personnel files Tuesday.

"We're going to cooperate with them in whatever they ask us to do," Sperry said.

Provo Postmaster Dick Woolums, contacted by investigators Tuesday, said today, "I told them to come down and take a look at it, and get all this out in the open."

A copy of the letter from the Office of Special Counsel was reportedly put up on the union bulletin board Monday after the *Herald's* article was published.

Avoiding Problems With Mail Order Companies

6-10-92
Many Utahns have put away their winter wardrobes and started shopping for the spring and summer seasons. Some of this shopping will undoubtedly be done through mail order catalogues.

Each year, more and more catalogues and brochures find their way into the home. The widespread use of 800 telephone numbers makes catalogue purchases a convenient way to shop.

Although most mail order companies are legitimate, some are not.

The Department of Commerce has a few tips to help make your mail order buying as pleasant as it is convenient.

- **Beware of offers that seem to good to be true.** Be suspicious of unrealistically low prices or exaggerated claims for products. If it sounds to good to be true, chances are it probably is.

- **Don't rely entirely on pictures.** Read the descriptions carefully to prevent you from receiving something you were not

expecting.

- **Find out if there are satisfaction guarantees,** and who pays for the return postage if you are not satisfied.

- **Allow sufficient time for delivery,** generally four to six weeks. If the catalogue does not indicate the length of delivery time, ask the company when you can expect your order to be delivered.

- **Keep a record of your order.** For orders placed over the phone write down the company name, address, telephone number, total cost of the order, the date the order was placed and the delivery date. If ordering by mail, make a copy of the order form which should contain all of the above information.

- **Be sure to clearly indicate your name and address on the order.** If it is a gift, be sure to include the address where it is to be sent. This will help to ensure the safe and prompt arrival of your order.

- **Keep a copy of the advertisement or catalogue** containing the description price and item numbers of merchandise ordered.

- **Never send cash through the mail.** Pay by check or money order and be sure to include any shipping or handling charges. Failure to do so may delay the shipment of your order.

- **Check your order as soon as you receive it.** Make sure it is what you ordered and that it has not been damaged. Notify the company at once if you are not satisfied.

A mail order company must ship goods within 30 days of receipt of payment, unless they give you the option to either cancel the sale and receive a full refund or to extend the shipping date.

Any refund must be mailed or delivered to you within seven business days after the company receives written notification of your right to cancel the order.

If your order was billed to a credit card, the company has one billing cycle to notify the credit card company to credit your account.

Even if the mail order company does not charge you Utah sales tax, you still owe "use tax", payable when you file your state income tax return.

For further information on mail order purchases, contact the Division of Consumer Protection in the Department of Commerce, 530-6601



AP Laserphoto

This 1930 photo shows the lobby of the City Post Office in Washington. The new National Postal History and Philatelic Museum, set to open in 1993, will occupy about 70,000 square feet of the old post office.

by **RANDOLPH E. SCHMID**
Associated Press Writer

WASHINGTON — The new postal museum won't be another pretty stamp collec-

tion in the entry in a restored post office lobby to the giant atrium in the museum's center will be a look at how written communication has tied Americans together.

America's history is in the air, said Thomas M. Woodruff, Smithsonian Institution development officer working in a cluttered post office several blocks from the museum.

Scheduled for a July 1993 opening, the new National Postal History and Philatelic Museum will occupy about 70,000 square feet of Washington's former City Post Office, located next to Union Station on Capitol Hill. A variety of government offices use the rest of the 1.5-million-square-foot building.

Blueprints and planning sketches scattered on tables around Woodruff's office evoke the popular National Air and Space Museum: large open spaces with air-

craft suspended from the ceiling.

Airmail service helped make possible the beginnings of commercial aviation in this country, Woodruff said, noting that carrying the mail still provides a major source of income for airlines.

Visitors to the museum will enter through the original lobby of the Washington post office. At one end a post office will continue to operate.

In addition to the airplanes overhead, the central space will include a mockup of a railway postal car — the 60-ton original was too heavy for the floor — and other vehicles used to deliver the mail, ranging from a stage coach to modern Jeeps.

There will be stamps, too, of course.

"We have the world's largest and, arguably, most comprehensive stamp collection," Woodruff said. Included are about 7 million postage stamps from all nations, plus another 7 million stamps of other types, including revenue stamps and hunting license stamps.

Every United States stamp is represented, plus millions of foreign stamps. Every six months, the museum receives one of each new

stamp issued around the world.

The stamp collection has been housed at the Smithsonian's National Museum of American History, which will operate the new postal museum as a branch. The space and \$15 million for remodeling are being provided by the U.S. Postal Service. Postal customer organizations, unions, stamp dealers and collectors also have contributed to the museum and other donations are being sought.

Perhaps the most human and poignant area will be a gallery of letter writing, looking at Americans' personal communications.

A special section will look at last letters. Often from soldiers facing battle, these letters leave the recipient with a final message from the departed person, said Woodruff.

Telling the story of mail in history begins with colonial postal services, when more mail traveled between each colony and England than moved among the colonies, Woodruff said.

Later the mail helped people communicate within the country, and even brought them the news — as shown by the popularity of "Post" and "Mail" as names for newspapers.

Postal museum: History in mail

REORGANIZATION

Utah postal workers in dark on cuts

Eliminating 30,000 management jobs in U.S. could affect 476 Utahns.

By Matthew S. Brown
Deseret News staff writer

Utah's 3,600 postal workers don't know how they will be affected by a sweeping reorganization of the U.S. Postal Service, which includes cutting 30,000 management jobs nationwide, a spokesman said.

In a speech broadcast to 734,000

workers Friday, Postmaster General Marvin Runyon announced major changes to reduce layers of management, improve quality of service and forestall an increase in postage rates.

"We will be affected, but how, we don't know," said local postal service spokesman Brian Sperry. "We won't know until mid-November."

That's when Runyon will have completed the lopping of 30,000 administrative jobs. Utah has 476 administrative employees.

Sperry said the changes will not

affect letter carriers and clerks.

Organizational changes will also affect the divisional status of Utah. The Beehive State will still be a separate unit in the system, but how it will fit into the new structure is not known, Sperry said.

Runyon, reportedly nicknamed "Carvin' Marvin" after he slashed management jobs and overhead by 30 percent at the Tennessee Valley Authority, hopes to achieve the job reduction through early retirement. Incentives to retire will be offered from Aug. 17 to Oct. 3 for

employees with more than 25 years of service or who are 50 years old or more with at least 20 years of service.

The restructuring will result in cost savings, Runyon said, and forestall a rate increase that would have been necessary in early 1994.

But cost cutting won't be done at the expense of service, Runyon said. He announced three service goals:

- Overnight delivery goals will be raised to 90 percent on-time delivery in 1993 and improved to 98 percent by 1995. Currently the

Postal Service is achieving 84 percent on-time delivery nationwide.

- Residents and business owners will be surveyed "to relate better to local needs," such as post office operating hours.

- Two new services for business customers will be explored: providing a method for retailers to reach customers on Saturday and bulk small mail parcel service, extending the range of services that the Postal Service offers its business customers.

Runyon praised employees and explained that the changes and goals are necessary if the Postal Service is to survive and compete.

"Everyone will have a part to play in our success," Runyon said. "After today, there is no turning back. The evolution of the Postal Service has begun."

Postal workers in dark on cuts

SALT LAKE CITY (AP) — It could be three months before Utah's 3,600 postal workers learn how they will be affected by a sweeping reorganization of the U.S. Postal Service.

Postmaster General Marvin Runyon on Friday announced a plan to improve service, forestall a rate increase and eliminate at least 30,000 positions.

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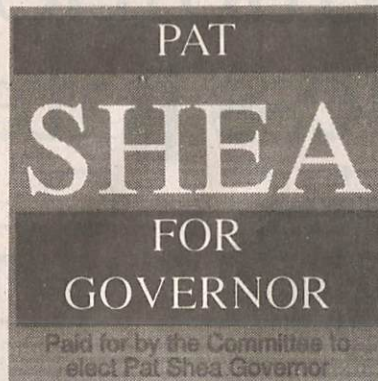
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U.S. postal rates move faster than the mail

By HAROLD JOHNSON
Orange County Register

ANAHEIM, Calif. — Gratitude. The American Postal Workers Union is holding its national convention here this week, and you have to hand it to these folks: When it comes to thanking their sugar daddies, they deliver. When union president Moe Biller took the podium, the auditorium thundered with whoops, handclapping, hollers.

Small wonder: Biller is known for bringing home the bacon — plus side orders of pancakes. As the guy who introduced him said, “our contracts are the envy of every union in the country; other unions have had to do give-backs — not us.”

Not them, all right. Postal work-

guaranteed long lines and empty shelves in the old Soviet Union.

Average Russians finally got fed up with socialist scams in their country; when will Americans follow suit and throw over a postal system that only Lenin could love? It now takes about 22 percent longer for a first-class letter to reach its destination than in 1969, according to James Bovard of the Cato Insti-

tute. In 1990, pressured by rising public anger, the Postal Service had Price Waterhouse study the speed of first-class delivery. It turned out that 20 percent of local first-class mail was delivered late.

And even that pathetic figure amounts to a coverup, because the Postal hop-alongs put a creative spin on the word “late.” They used to aim at next-day service

within a distance of 100-to-150 miles. Under new, relaxed guidelines, the radius has shrunk to less than 50 miles in some areas. More and more, “on time” means their own sweet time.

How much mail never gets delivered? Much of the postal audit’s report on that score has been stamped NOYB — none of your business.

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You can e	7.5%
loan by phor	8.0%
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Postal Service monopoly fights competition

WASHINGTON — When Postmaster General "Carvin" Marvin Runyon received a letter from Federal Express last month, it was about as welcome as a brand-new Toyota would be in Lee Iacocca's driveway.

Rather than opening the letter, Runyon threw it in the garbage and promptly wrote an explanatory note back to his Denver-based accountant, who had sent the letter.

"I received a FEDEX envelope from you at my residence, and as I throw out anything delivered by FEDEX without opening it, I don't know what it contained," Runyon wrote. "I do this because I must assume it involves a business situation, and at the United States Postal Service we only do business with people and companies who use postal products."

Runyon's tantrum is an appropriate metaphor for the troubles he inherited when he assumed stewardship of the Postal Service last July. The agency that was born under Benjamin Franklin and has held a virtual monopoly on mail delivery ever since has been shaken by competitive pressures from companies like Federal Express and others.

The Postal Service maintains that the days of its monopoly are over, lamenting the fact that competition has sprung up at every level — from express mail to first-class mail.

But according to some experts, in this new sink-or-swim competitive climate, the Postal Service is sinking.

Charles Fombrun, a management professor at New York University's business school, says the Postal Service is still scratching to hold onto every last piece of its old monopoly. He calls Runyon's letter "a nice symbol to hang your hat on."

"Marvin's whole pitch is about how he's going to increase competitiveness and efficiency," Fombrun said. "But the Postal Service is constantly trying to restrict competition. It keeps resisting change. It's always been the largest civilian monopoly

Jack Anderson

Syndicated Columnist

in the country and, quite naturally, it behaves like a monopoly."

For years, the Postal Service has kept competitors at bay with policies like the "double postage" rule, which says that private carriers must charge at least twice the rate for urgent delivery that the post office charges for first-class mail. Still, the post office's share of the "urgent mail" market has dropped from 33 percent in 1980 to just 12 percent in 1990.

Investigators with Congress' General Accounting Office offered a simple explanation for this in a recent report: "The Postal Service has a reputation for being less consistent and reliable than its major competitors for on-time performance in its overnight and second-day market."

With just three months on the job, Runyon has been alternately lauded and chastised for the changes he has ushered in. One of his first moves on the job was to announce a sweeping reorganization that included closing more than 50 regional offices and trimming more than 30,000 managerial jobs from a bloated workforce of 700,000. Marvin Runyon is earning his nickname: "Carvin Marvin."

"From all sides, the message is clear: To survive, we must compete. To compete, we must change," Runyon said shortly after announcing the changes.

The competitive spirit has even found its way up to Capitol Hill, where PACs have been flooding influential members with campaign contributions. PACs representing Federal Express, United Parcel Serv-

ice and postal workers have each made the list of the top 50 contributors to members of Congress since January 1991.

Postal workers actually have two PACs, both of which ranked among the top 25 donors. The Letter Carriers PAC has doled out \$875,827, while the American Postal Workers Union PAC has given \$678,590. Nevertheless, Runyon is convinced he is losing the war against privatization.

Change has not arrived everywhere in the nation's largest non-military employer. The agency that's faced an onslaught of criticism for a bloated, top-heavy structure has still not learned to spend its money wisely. In late September, a congressional committee led by Sen. John Glenn, D-Ohio, gave Runyon a dressing-down for awarding a major contract to the Indianapolis area when cheaper alternative sites were overlooked. The contract was for building a permanent hub for sorting and transporting express and priority mail.

Glenn called the Postal Service's performance in awarding the contract "nothing short of a comedy of errors." The Postal Service is not subject to the strict procurement laws that govern other federal agencies.

As for Runyon's accountant, who had the misfortune of sending his package via FEDEX, he can take solace in the fact that he is not alone. In 1988, Michael Dukakis' son traveled to Portland, Ore., to accept a presidential endorsement from the National Association of Letter Carriers on behalf of his father. Not wanting to be outdone, the Bush/Quayle campaign sent a letter to the group congratulating the letter carriers for another fine year of hard work.

But the audience erupted in laughter when the NALC's president held up the envelope. On the front was written "Federal Express."